



## **PAYMENT TERMS AND POLICY**

For new dealers, the initial door/ parts order will be paid at time of shipment. Credit Card, check or COD is acceptable. After the first order, and acceptance of your submitted credit application you have the following options:

- 1) net 30: full payment by check or money order due within 30 days of invoice (shipment date). No credit cards
- 2) credit card payment due at time of shipment
- 3) discount 2% from invoice if paid within 10 days of invoice date, no credit cards.
- 4) Any new orders may be shipped COD or prepaid (at the discretion of Dreamscreens) if there are outstanding invoices past due.

## **RETURNED GOODS POLICY**

We have had several requests for exchanges or overstock returns and have initiated a new procedure to simplify the process. Before any returns can be authorized, the dealer must contact Dreamscreens to obtain a RMA number and provide a brief description regarding why the merchandise is being returned. Once the RMA number is issued, Dreamscreens will contact UPS and arrange for a Call Tag and pickup. Once the Call Tag has been requested, we will call you back and inform you when the door will be picked up. Please be sure the door is placed where it can be picked up, which is usually the same location where FedEx delivers the doors. The RMA number that was provided by Dreamscreens must be clearly identified on the package prior to pickup.

When we receive the door, it will be processed according to the following fee schedule below:

### **RETURNED FOR WARRANTY REPAIR**

Any door returned for warranty reasons to be repaired or replaced

### **DEALER COST**

No Charge

### **RETURNED FOR RESTOCK**

Standard and KD (cut-to-fit) doors:  
(that can be reconditioned and resold)

### **DEALER COST**

\$25.00 plus freight

Custom doors (within 30 days of receipt):  
(that can be repacked and resold)

50% of cost, plus freight

Custom doors (after 30 days of receipt):

no refund

Doors that are returned for restocking purposes will be assessed the appropriate charge and the amount will be deducted from the original invoiced price. A credit memo will be issued and your account credited accordingly on your next monthly statement.